

Catering Assistant Job Description



Accountable to: Catering Supervisor

JOB SUMMARY

As a catering assistant you will be responsible for maintaining excellent levels of customer service with the public, as well as supporting the catering manager with back room tasks, such as food preparation, routine cleaning and stock rotation. You will have a friendly demeanour and the ability to work under pressure.

Occasionally you may be required to cover reception if the demands of the Tea Parlour allow.

KEY RESULT AREAS

1. Food Preparation & Kitchen Operations

Undertake all tasks as trained and directed so that high standards of food hygiene and health and safety are met.

- Produce and prepare food to comply with the menu in accordance with the food hygiene standards. This will include all hot and cold food, drinks for the Tea Parlour plus any packed lunches, group catering and event catering as required.
- Check food deliveries as required.
- Ensure all stock is stored appropriately and used in rotation.
- Assist with stock taking as required.
- General kitchen cleaning to follow cleaning schedule.

2. Tearoom & Function Rooms

Ensure the Tearoom and any Function Rooms in use are presented to high standards so that customers enjoy a comfortable and welcoming environment.

- All areas are clean and tidy
- All food products are attractively displayed

3. Customer Care

Provide high standards of customer care, so that our reputation is enhanced and sales targets achieved.

- Assist customers with queries in a professional, courteous and friendly manner, so that customer care standards are met.
- Participate in staff training
- High quality table service.

4. Security

Ensure all aspects of security, fire and emergency are carried out, so that established good practices are adhered to.

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5. Financial Controls

Follow cash handling procedures accurately and as instructed

6. Food Hygiene & Health & Safety

All staff are expected to observe all health and safety at work regulations as set out by the Trust in accordance with its statutory obligations. These include, but not limited to:

- Ensure that all rubbish bins are emptied and all kitchen rubbish is disposed of or recycled correctly in the appropriate bins.
- Use all equipment as trained observing all safe practices, so that accidents are avoided
- Follow COSHH procedures.
- Participate in basic food hygiene training and health and safety training as required.
- Record keeping – ensure that necessary checks are made and recorded in accordance with our Food Hygiene Policy.
- Hair to be tied up
- Nails free from polish
- Clean clothes and apron

7. Reception cover (training to be provided before you undertake this part of the role)

- To welcome visitors warmly and to provide visitors with information about the Museum, to take entrance fees, to collect Gift Aid and to serve shop customers. To carry out shop stocking, tidying, taking receipt of deliveries, administrative/IT work as instructed.
- Occasionally situations may arise that require the post holder to perform other duties and tasks as may be reasonably requested by the Museum.
- This post holder is the public face of the Trust and is the person to whom all initial visitor communications are made.

8. General

In addition, all employees are expected to work within the terms of their contract of employment and adhere to policies and practices as directed.

KNOWLEDGE, SKILLS AND EXPERIENCE

Knowledge

Desirable

Holds Basic or Intermediate Food Hygiene certificate

Skills

Essential

Good verbal communication skills

Good organiser

A team player

Self-motivated

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Numerate

Desirable

Good written communication skills

Experience

Desirable

Has previous catering experience

Cooking or baking qualifications

Cooking or baking experience

Has worked as part of a team

Has cash handling experience